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Melissa Emrey-Arras is a Director in GAO's Education, Workforce and Income Security team. She oversees GAO's higher education reports and has led national studies on issues ranging from student loans to veterans' education benefits. Before joining GAO in 2001, she worked at a private sector consulting company and conducted program evaluations for state and local governments. She also worked for a number of years in non-profit agencies serving children and families. Ms. Emrey-Arras received a master's degree in public policy from Harvard's Kennedy School of Government, where she was awarded the Manuel C. Carballo prize for graduate research. She holds a bachelor's degree from Swarthmore College.